

**STATE OF WASHINGTON**  
**Washington Department of Veterans Affairs (DVA)**  
**OLYMPIA, WASHINGTON**

**REQUEST FOR PROPOSALS**  
**RFP NO. 2015-003**

**PROJECT TITLE: Electronic Medical Record Services (EMR)**

**PROPOSAL DUE DATE: July 14, 2015, 4:00PM Pacific Standard Time or Pacific Daylight Time, Olympia, Washington, USA.**

**E-mailed bids will be accepted. Faxed bids will not be accepted.**

**EXPECTED TIME PERIOD FOR CONTRACT: October 1, 2015 through September 30, 2018**

**The Agency reserves the right to extend the contract for up to two additional one-year periods at the sole discretion of the Agency.**

**CONSULTANT ELIGIBILITY:** This procurement is open to those consultants that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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# 1 INTRODUCTION

## 1.1 PURPOSE AND BACKGROUND

The purpose is to obtain technical and professional services to implement a Cloud (SaaS) Based Long-Term Care System-wide Electronic Medical Record (EMR) System, complying with Federal mandates and increasing quality of care, to replace the paper systems at the following DVA facilities:

1. Four long-term care (LTC) facilities in Washington State (approximately 560 beds total).  
Spokane: 100 beds.  
Orting: 140 beds.  
Retsil: 240 beds.  
Walla Walla 80 beds. (New implementation July 1, 2016)
2. DVA central office interface
3. Mobile case management (admissions assessment) from various DVA healthcare professionals who provide patient assessment from various remote locations including patient homes.

The Washington Department of Veterans Affairs is tasked to provide services to veterans who are Washington residents. This is accomplished through various programs such as outreach to connect veterans with their benefits, health services to veterans at our state-run veterans homes, and education and employment assistance, and innovating new approaches in order to reach more veterans.

## 1.2 OBJECTIVE AND SCOPE OF WORK

### A. Objective

The DVA vision for health care includes implementing and supporting a comprehensive Electronic Medical Record System for Long-Term Care Facilities. This should include, but not be limited to: Full electronic Cloud (SaaS)-based EMR system, Electronic Medication Administration Record (eMAR), Electronic Treatment Record (eTAR), and Electronic ADL documentation capabilities with tablets for ADL documentation. This system should be vendor supported, operate on a wireless infrastructure and communicate effectively with pharmacy and local hospitals. By implementing the DVA EMR, DVA seeks to improve:

- The tracking of individual in-patient health care records;
- The flow of EMR data among DVA facilities; and,
- The efficiency and effectiveness of the DVA patient care provider services.

### B. Scope of Work

Vendor shall provide and implement conversion to Long-term Care (LTC) EMR services for all DVA homes that will provide at a minimum, but not limited to, the following features:

1. Cloud (SaaS) based subscription service.
2. Full electronic medical record.
3. Efficient way for NACs to input ADL data as they provide care (i.e., iPad, kiosks, or similar devices).

4. Electronic Medication Administration Records (MARS), and Treatment Administration Records (TARS) (i.e., Laptop, iPad, or similar device on medication carts for nurses to input.
5. System should be web-based and wireless to decrease cost and maintenance.
6. System should be able to interface with local hospital EMR system and pharmacy and capable to interface with additional systems as the future requires.
7. User-friendly and intuitive.
9. Include staff training on initial costs.
10. Operate on a WIFI network.
11. Improve quality and safety of clients and adhere to federal, state and industry standards/certifications.
12. Timeline for implementation: Spokane, Orting and Retsil to be implemented October 1, 2015, with the new Walla Walla home being implemented July 1, 2016. It is expected implementation will take 90 days.
13. Bed numbers: Spokane: 100 beds; Orting: 140 beds; Retsil: 240 beds; Walla Walla 80 beds. (New implementation July 1, 2016.)
14. Compatible with existing office computer network and internet connections.
15. Provide digital storage and access to patient records.
16. Ability to administratively interface with current Vendor systems, Pac Lab, QS1, CBSi, Ageis, etc.
17. Point of Care solution.
18. Integrated suite solution.

To accomplish these objectives, DVA envisions that the EMR project work will be completed over three phases:

*Phase I: Initial Assessments & Planning*

The Vendor will develop a master project plan. This project plan will be developed by the selected Vendor and co-managed with the DVA EMR Project Management Team on an agreed-to schedule. The Vendor will report project development and implementation status relative to the project plan, and will address all project risks (i.e., technical, schedule, cost).

*Phase II: Implementation*

EMR implementation project plan should include, but not be limited to:

- Communication and Promotion (affected personnel)
- Training (Users and Administrators)
- Implement Pilot Program and Monitor (if needed).
- Identify and Qualify Issues
- Resolve Issues
- Lessons Learned
- Modify Enterprise-wide Rollout portion of project plan
- Develop Training Modules

Rollout

- Communication and Promotion (affected personnel)
- Training (Users and Administrators)
- Implement on remaining DVA sites
- Identify and Qualify Issues
- Resolve issues
- Lessons learned

*Phase III: Ongoing Support, Maintenance, Issue Resolution, Project Turnover, Ongoing Support and Maintenance, Resolution of software-and training-related issues, maintenance of current versions of software and training materials.*

### **1.3 QUALIFICATIONS**

Vendors, not meeting the minimum qualifications will be rejected as non-responsive and will not receive further consideration. Any proposal that is rejected as non-responsive will not be evaluated or scored.

Minimum Qualifications:

- Vendors must be licensed to do business in the state of Washington within 10-business days upon notification of contract award.
- The proposal must be for a SaaS solution that is 100% web-based for all user and administrative access.
- The proposed solution must be an existing solution with an established customer base.
- Vendor must have at least three (3) years of experience in providing SaaS Electronic Medical Record Systems and meet industry standards.

*Preferred Qualification:*

- The vendor must host the application and data in data centers within the continental US and preferably on a government cloud.

### **1.4 FUNDING**

Any contract(s) awarded as a result of this procurement is contingent upon the availability of funding.

### **1.5 PERIOD OF PERFORMANCE**

The period of performance of any contract(s) resulting from this RFP is tentatively scheduled to begin on or about **October 1, 2015** and to end on **September 30, 2018**. The DVA reserves the option at its sole discretion to extend the contract for two additional one-year periods.

### **1.6 CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES**

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Proposers should familiarize themselves with the requirements prior to submitting a proposal that includes current or former state employees.

### **1.7 DEFINITIONS**

Definitions for the purposes of this RFP include:

**DVA.** The **Washington State Department of Veteran Affairs (DVA)** is the agency of the state of Washington that is issuing this RFP.

**Vendor.** Individual, company, or firm submitting a proposal in order to attain a contract with the DVA.

**Apparent Successful Contractor** – The consultant selected as the entity to perform the anticipated services, subject to completion of contract negotiations and execution of a written contract.

**Contractor.** Individual or company whose proposal has been accepted by the DVA and is awarded a fully executed, written contract.

**Emergency Medical Record Services (EMR).** Electronic Medical record has a level of sophistication beyond a document management system. An EMR is a provider-based medical record that includes all health documentation for one person covering all services provided within an enterprise; the services being acquired by DVA.

**Long-Term Care (LTC).** Is a variety of services helping meet both the medical and non-medical needs of people with a chronic illness or disability who cannot care for themselves for long periods of time. Facilities offering formal LTC services typically provide living accommodation for people who require on-site delivery of around-the-clock supervised care, including professional health services, personal care and services such as meals, laundry and housekeeping; services DVA provides.

**Proposal.** A formal offer submitted in response to this solicitation.

**Proposer.** Individual or company that submits a proposal in order to attain a contract with the DVA.

**Request for Proposals (RFP).** Formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the consultant community to suggest various approaches to meet the need at a given price.

## 1.8 ADA

The DVA complies with the Americans with Disabilities Act (ADA). Consultants may contact the RFP Coordinator to receive this Request for Proposals in Braille or on tape.

## 2 GENERAL INFORMATION FOR CONSULTANTS

### 2.1 RFP COORDINATOR

The RFP Coordinator is the sole point of contact in the DVA for this procurement. All communication between the Consultant and the DVA upon receipt of this RFP shall be with the RFP Coordinator, as follows:

|                 |  |
|-----------------|--|
| Name            | David Thatcher   |
| Mailing Address | PO Box 41150, Olympia, WA 98504-1150   |
| Street Address  | Washington State Department of Veterans Affairs<br>Attn: RFP Coordinator<br>1102 Quince Street S.E.<br>Olympia, WA. 98501-1150 |
| Phone Number    | 360-725-9844   |
| Fax Number      | 360-725-2197   |
| E-Mail Address  | davidth@dva.wa.gov   |

Any other communication will be considered unofficial and non-binding on the DVA. Consultants are to rely on written statements issued by the RFP Coordinator. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Consultant.

### 2.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

The process for awarding this RFP may be done in phased sections. The Vendor's proposal will be evaluated based on the process outlined below. The Vendor(s) best meeting the DVA's requirement will proceed to the next step(s), if necessary, in this RFP process. Proposals with tied scores will be treated equally and the tied Vendor's proposals will be moved forward to the next phase if they are among the top scoring vendors and selected for further evaluation. Specific schedule for RFP Evaluation:

|   |                       |
|---|-----------------------|
| Issue Request for Proposals   | June 15, 2015         |
| Questions Due   | June 29, 2015         |
| Issue addendum to RFP (if applicable)   | July 1, 2015          |
| Proposals due   | 4:00PM, July 14, 2015 |
| Evaluate proposals  | July 15-24, 2015      |
| Notify Vendors selected for oral interviews and demonstrations (If required)                                  | July 29, 2015         |
| Conduct oral interviews and demonstrations with finalists (if required and at the sole discretion of the DVA) | August 3-14, 2015     |

|   |                              |
|---|------------------------------|
| Announce "Apparent Successful Contractor" and send notification via fax or e-mail to unsuccessful proposers | August 19, 2015              |
| Negotiate contract  | August 20-September 30, 2015 |
| Begin contract work   | October 1, 2015              |

The DVA reserves the right to revise the above schedule. Times given are for Pacific Standard Time (PST) or Pacific Daylight Time (PDT), as appropriate.

### **2.3 SUBMISSION OF PROPOSALS**

Vendor to be responsive must have proposal received by the RFP Coordinator no later than 4:00PM, Pacific Standard Time or Pacific Daylight Time, in Olympia, Washington, on July 14, 2015.

To be considered responsive to the RFP due date, submit proposal electronically as an attachment to an e-mail to the RFP Coordinator, at the e-mail address listed in Section 2.1. Attachments to e-mail shall be in Microsoft Word 2003 or newer format, Excel 2003 or newer format or PDF (except where noted that it must be a specific format). Zipped files are not acceptable for submission of responses. The cover submittal letter and the Certifications and Assurances form must have a scanned signature of the individual within the organization authorized to bind the Vendor to the offer. The DVA does not assume responsibility for problems with Vendor's e-mail. If the DVA's email is not working, appropriate allowances will be made. The RFP Coordinator shall send an email notice acknowledging receipt of Vendors proposal. The date and time of the electronic submittal is controlling.

In addition, two (2) hard copies with original signatures must be sent to the physical address identified in Section 2.1. The envelope or package should be clearly marked to the attention of the RFP Coordinator. Hard copies shall be received within five (5) working days of submitting the electronic response. If not received within this timeframe, Vendor may be non-responsive. The method of delivery shall be at your discretion and it shall be at your sole risk to assure delivery at the designated office. The DVA assumes no responsibility for delays caused by any delivery service.

Responses may not be transmitted using facsimile transmission. Electronic and hard copies received late may not be accepted and may be automatically disqualified from further consideration. All responses and any accompanying documentation will not be returned as they become the property of the DVA.

### **2.4 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE**

Responses submitted as a result of this competitive procurement shall become the property of the DVA. All responses received shall remain confidential until the contract, if any, resulting from this RFP is signed by the Director of the DVA, or his/her Designee, and the apparent successful Vendor; thereafter, the responses shall be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the proposal that the Vendor desires to claim as proprietary and exempt from disclosure under the provisions of Chapter 42.56 RCW, or other state or federal law

that provides for the nondisclosure of your document, must be clearly designated. The information must be clearly identified and the particular exemption from disclosure upon which the Vendor is making the claim must be cited. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Vendor has marked as "Proprietary Information", the DVA will notify the Vendor of the request and of the date that the records will be released to the requester unless the Vendor obtains a court order enjoining that disclosure. If the Vendor fails to obtain the court order enjoining disclosure, the DVA will release the requested information on the date specified. If a Vendor obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to Chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, the DVA shall maintain the confidentiality of the Vendor's information per the court order.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee shall be charged for inspection of contract files, but twenty-four (24) hours' notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

## **2.5 REVISIONS TO THE RFP**

In the event that it becomes necessary to revise any part of this RFP, notification of amendments to the procurement schedule prior to proposal due date, will be sent electronically to all properly registered users of the Department of Enterprise Services' Washington Electronic Business Solution (WEBS) who downloaded this RFP from WEBS. The Vendor is instructed to disregard any oral representations it may have received. Proposal evaluation will be based on the material contained in the RFP and any amendments to the RFP that have been issued.

DVA reserves the right to revise the RFP and/or to issue amendment(s) to the RFP. For this purpose, the answers to any questions that may be submitted to the RFP Coordinator, together with other pertinent information, shall be provided as an amendment to the RFP. DVA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to the execution of a contract. In the event it becomes necessary to revise any part of the RFP, an amendment will be posted to WEBS, prior to the due date.

If a conflict exists between amendments, or between an amendment and the RFP, the document issued last shall take precedence. Vendors are solely responsible for:

1. Properly registering with the Department of Enterprise Services' WEBS at <http://www.des.wa.gov/webs>.
2. Maintaining an accurate Vendor profile in WEBS.
3. Downloading the solicitation with all attachments and exhibits related to the solicitation for which you are interested in responding; downloading all current and subsequent amendments to the solicitation

To ensure receipt of all solicitation documents, the RFP for this solicitation must be downloaded from WEBS. Notification of amendments to the solicitation will only be provided to those Vendors who have registered with WEBS and have downloaded the RFP from WEBS. Failure to do so may result in a potential Vendor having incomplete,

inaccurate, or otherwise inadequate information, or a Vendor submitting an incomplete, inaccurate, or otherwise inadequate Proposal. Vendors and potential vendors accept full responsibility and liability for failing to receive any amendments resulting from their failure to register with WEBS and download the RFP from WEBS, and hold the state of Washington harmless from all claims of injury or loss resulting from such failure.

It is incumbent upon each potential Vendor to carefully examine these requirements, terms and conditions. Should any potential Vendor find discrepancies, omissions or ambiguities in this RFP, the Vendor shall at once request, in writing, an interpretation from DVA's RFP Coordinator. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information shall be made, in writing, (including facsimile and email transmissions) to DVA's RFP Coordinator, as specified in Section 2.1, Schedule of Procurement Activities.

## **2.6 MINORITY & WOMEN-OWNED BUSINESS PARTICIPATION**

In accordance with the legislative findings and policies set forth in Chapter 39.19 RCW, the state of Washington encourages participation in all of its contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this solicitation or on a subcontractor basis. However, no preference will be included in the evaluation of proposals, no minimum level of MWBE participation shall be required as a condition for receiving an award and proposals will not be rejected or considered non-responsive on that basis.

The established annual procurement participation goals for MBE is 10% and for WBE, 4%, for this type of project. These goals are voluntary. Vendors may contact OMWBE at 360/753-9693 to obtain information on certified firms.

## **2.7 VETERAN OWNED BUSINESS PARTICIPATION**

In accordance with Executive Order 13-01, the Governor of the state of Washington encourages participation in all of its contracts by firms certified by the Washington State Department of Veterans Affairs under 43.60A RCW. Participation may either be on a direct basis in response to this solicitation or on a subcontractor basis. Prime contractors are encouraged to include goals for participation by veteran-owned businesses. However, no preference will be included in the evaluation of proposals, no minimum level of MWBE participation shall be required as a condition for receiving an award and proposals will not be rejected or considered non-responsive on that basis.

The established annual procurement participation goal is 5 percent. These goals are voluntary. Vendors may contact WDVA at 1-800-562-0132 option '1' or visit [www.dva.wa.gov](http://www.dva.wa.gov) to obtain information on certified firms.

## **2.8 ACCEPTANCE PERIOD**

Proposals must provide 90 days for acceptance by AGENCY from the due date for receipt of proposals. Responses providing less than ninety (90) days for acceptance by DVA from the due date set for receipt of proposals will be considered non-responsive and will be rejected. Responses that do not address all areas requested by this RFP may be deemed non-responsive and may not be considered for a possible contract resulting from this RFP.

## **2.9 RESPONSIVENESS**

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. The Vendor is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

The DVA also reserves the right, at its sole discretion, to waive minor administrative irregularities.

## **2.10 MOST FAVORABLE TERMS**

The DVA reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Vendor can propose. The DVA does reserve the right to contact a Vendor for clarification of its proposal.

The Apparent Successful Contractor should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some or all of the Vendor's response. It is understood that the response will become a part of the official procurement file on this matter without obligation to the DVA.

## **2.11 CONTRACT AND GENERAL TERMS & CONDITIONS**

The Apparent Successful Contractor will be expected to enter into a contract, which is substantially similar to the sample contract and its general terms and conditions attached as Exhibit C. In no event is a Vendor to submit its own standard contract terms and conditions in response to this solicitation. The Vendor may submit exceptions as allowed in the Certifications and Assurances section, Exhibit A to this solicitation. All exceptions to the contract terms and conditions must be submitted as an attachment to Exhibit A, Certifications and Assurances form. Vendor shall use Exhibit D to identify all exceptions. The DVA will review requested exceptions and accept or reject the same at its sole discretion. Usually only minor modifications and/or additions will be open to negotiation; however, due to the nature of services being provided we will consider/negotiate additional industry standard terms and conditions that would be offered by the Vendor for inclusion in the contract.

## **2.12 COSTS TO PROPOSE**

The DVA will not be liable for any costs incurred by the Vendor in preparation of a response submitted as result of this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

## **2.13 NO OBLIGATION TO CONTRACT**

This RFP does not obligate the state of Washington or the DVA to contract for services specified herein.

## **2.14 REJECTION OF RESPONSES**

The DVA reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP.

## **2.15 COMMITMENT OF FUNDS**

The director of the DVA or the director's delegate is the only individuals who may legally commit the DVA to the expenditures of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

## **2.16 ELECTRONIC PAYMENT**

The state of Washington prefers to utilize electronic payment in its transactions. The successful contractor will be provided a form to complete with the contract to authorize such payment method.

## **2.17 INSURANCE COVERAGE**

The Vendor is to furnish the DVA with a certificate of insurance executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth below.

The Vendor shall, at Vendor's own expense, obtain and keep in force insurance coverage, which shall be maintained in full force and effect during the term of the contract. The Vendor shall furnish evidence in the form of a Certificate of Insurance that insurance shall be provided, and a copy shall be forwarded to the DVA within fifteen (15) days of the contract effective date.

### **Liability Insurance**

*Commercial General Liability Insurance (CGL):* Vendor shall maintain general liability insurance and, if necessary, commercial umbrella insurance, with a limit of not less than \$1,000,000 per each occurrence. If CGL insurance contains aggregate limits, the general aggregate limit shall be at least twice the "each occurrence" limit. CGL insurance shall have products-completed operations aggregate limit of at least two times the "each occurrence" limit. CGL insurance shall be written on ISO occurrence from CG 00 01 (or a substitute form providing equivalent coverage). All insurance shall cover liability assumed under an insured contract (including the tort liability of another assumed in a business contract), and contain separation of insureds (cross liability) condition.

Additionally, the Vendor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

*Business Auto Policy:* As applicable, the Vendor shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of "Any Auto." Business auto coverage shall be written on ISO form CA 00 01, 1990 or later edition, or substitute liability form providing equivalent coverage.

### **Employers Liability ("Stop Gap") Insurance**

In addition, the Vendor shall buy employers liability insurance and, if necessary, commercial umbrella liability insurance with limits not less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.

### **Additional Provisions**

Above insurance policy shall include the following provisions:

- **Additional Insured.** The DVA, its elected and appointed officials, agents and employees shall be named as an additional insured on all general liability, excess, umbrella and property insurance policies. All insurance provided in compliance with this contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the state.
- **Cancellation.** The DVA shall be provided written notice before cancellation or non-renewal of any insurance referred to therein, in accord with the following specifications. Insurers subject to 48.18 RCW (Admitted and Regulation by the Insurance Commissioner): The insurer shall give the state 45 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the state shall be given 10 days advance notice of cancellation. Insurers subject to 48.15 RCW (Surplus lines): The state shall be given 20 days advance notice of cancellation. If cancellation is due to non-payment of premium, the state shall be given 10 days advance notice of cancellation.
- **Identification.** Policy must reference the state's contract number and the DVA name.
- **Insurance Carrier Rating.** All insurance and bonds should be issued by companies admitted to do business within the state of Washington and have a rating of A-, Class VII or better in the most recently published edition of Best's Reports. Any exception shall be reviewed and approved by the DVA, the risk manager for the state of Washington, before the contract is accepted or work may begin. If an insurer is not admitted, all insurance policies and procedures for issuing the insurance policies must comply with Chapter 48.15 RCW and 284-15 WAC.
- **Excess Coverage.** By requiring insurance herein, the state does not represent that coverage and limits will be adequate to protect Vendor and such coverage and limits shall not limit Vendor's liability under the indemnities and reimbursements granted to the state in this contract.

#### **Workers' Compensation Coverage**

The Vendor will at all times comply with all applicable workers' compensation, occupational disease, and occupational health and safety laws, statutes, and regulations to the full extent applicable. The state will not be held responsive in any way for claims filed by the Vendor or their employees for services performed under the terms of this contract.

### 3 PROPOSAL CONTENTS

The electronic response must be on eight and one-half by eleven inch (8 ½" x 11") plain white paper with tabs separating the major sections of the proposal. Font shall be a legible regular business font style and size 12. The four major sections of the proposal are to be submitted in the order noted below:

1. Letter of Submittal including signed Certifications and Assurances (Exhibit A with all attachments to this RFP)
2. Management Proposal
3. Technical Proposal
4. Cost Proposal

Responses must provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist the Vendor in preparing a thorough response.

Items in this section marked "mandatory" must be included as part of the response for the response to be considered responsive, however, these items are not scored. Items marked "scored" are those that are awarded points as part of the evaluation conducted by the evaluation team.

#### 3.1 **LETTER OF SUBMITTAL (MANDATORY)**

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit A to this RFP) must be signed and dated by a person authorized to legally bind the Vendor to a contractual relationship, e.g., the president or executive director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship. Attach the Certifications and Assurances form to the Letter of Submittal. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Vendor and any proposed subcontractors:

- a. State the name of the company, address, phone number, fax number, e-mail address, legal status of entity (ownership), number of business locations and year entity was established as it now substantially exists, principal place of business, of legal entity or individual with whom contract would be written.
- b. Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.)
- c. Legal status of the Vendor (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.
- d. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Vendor does not have a UBI number, the Vendor must state that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Contractor.
- e. Location of the facility from which the Vendor would operate.
- f. Identify any state employees or former state employees employed or on the firm's governing board as of the date of the proposal. Include their position and

responsibilities within the Vendor's organization. If following a review of this information, it is determined by the DVA that a conflict of interest exists, the Vendor may be disqualified from further consideration for the award of a contract.

- g. Describe briefly how your firm meets each minimum qualification in Section 1.3.

### **3.2 MANAGEMENT PROPOSAL**

The management response is to be submitted in three sections outlined below. The optional fourth and fifth sections would include proof of certification for minority and women-owned and/or veteran owned businesses participating on the project.

#### **A. BUSINESS INFORMATION (MANDATORY)**

1. Indicate how many employees are with the firm. Name the firm principles and their roles and identify key contacts.
2. If the Vendor's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held, and separation date.
3. If the Vendor has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Vendor's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default.
4. Submit full details of the terms for default, including the other party's name, address, and phone number. Present the Vendor's position on the matter. The DVA will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Vendor in the past five years, so indicate.
5. Financial Information:
  - a. The Vendor must provide all information requested in the exact order specified below. This section is scored on a pass/fail basis. Failure to respond to any mandatory requirements will be viewed as non-responsive and the proposal may be disqualified.
  - b. (M) Financial Statements  
The Vendor must provide the last three (3) years of comparative financial statements or annual reports with the name, address and telephone number of a contact in the company's principal financing or banking organization.
  - c. (M) Alternatives for Non-Public Corporations  
If the Vendor is not a publicly held corporation, it must comply with section A.1 by providing the following information:
    1. (M) Business Description

- a. Describe the proposing organization, including size, longevity, client base, areas of specialization and expertise and any other pertinent information in such a manner that would enable proposal evaluators to determine the stability and financial strength of the organization.
- d. (M) Banking Reference
  - 1. Provide a reference from the company's current bank
  - 2. Provide a credit rating report and name the rating service. The credit rating report must identify the credit rating score.
- e. (M) Vendor Background
  - 1. Briefly describe your experience in deploying EMR solutions in LTC environment(s).
  - 2. Can you demonstrate system stability with system deployments currently in operation?
  - 3. Can you demonstrate experience with customizations and successful project implementations?
  - 4. State the number of years your business has been involved in EMR implementation.
  - 4. What percentage of your company has products/services in the healthcare industry? LTC environment?
  - 5. In how many unique entities have you implemented your product?
  - 6. Provide an estimate of how many patients use your product(s).
  - 7. Describe the largest health system in which you implemented your product? (Names are not required.)
  - 8. Is your company or has your company ever been sanctioned by an agency of the state or Federal government? (If yes, explain)
  - 9. Does your company have pending litigation?

**B. Project Management (SCORED)**

- 1. **Project Team Structure/Internal Controls** - Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any subcontractors. Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this *staff to other programs or functions of the firm*. This chart must also show lines of authority to the next senior level of management. Include who within the firm will have prime responsibility and final authority for the work other than marketing or sales staff.
- 2. List any sub-contractors you may want to include to complete your roster of services. Describe what services each would provide. Provide the information in Section 3.2.1 about each.
- 3. **Staff Qualifications/Experience** - Identify staff (including lead technical contact, not a marketer or sales person), including subcontractors, who will be assigned

to the potential contract, indicating the responsibilities and qualifications of such personnel, and include the amount of time each will be assigned to the project. Provide resumes' for the named staff, which include information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Vendor must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the DVA.

4. Schedule - Describe the firm's ability to meet deadlines, especially on a short-time frame, and give examples of how past tight deadlines have been successfully met.

**C. References (MANDATORY)**

List names, addresses, telephone numbers, fax numbers and e-mail addresses of three businesses references (Exhibit B) for whom work has been accomplished and briefly describe the type of service provided for them. By submitting references in response to this RFP, the vendor and team members grant permission to DVA to contact these references and others, who from DVA's perspective, may have pertinent information. DVA may or may not, at DVA's discretion, contact references. Do not include current DVA staff as references.

**D. OMWBE Certification (OPTIONAL AND NOT SCORED)**

Include proof of certification issued by the Washington State Office of Minority and Women's Business Enterprises if certified minority-owned firm and/or women-owned firm(s) will be participating on this project.

**E. Veteran Owned Business Costs (OPTIONAL AND NOT SCORED)**

Include proof of certification by the Washington State Department of Veterans Affairs under 43.60A RCW, if certified Veteran Owned Business(s) will be participating on this project.

**3.3. TECHNICAL PROPOSAL (SCORED)**

The Technical Proposal must contain a comprehensive, but concise, description of services including the following elements:

**A. Services to be Provided by Vendor (SCORED)**

1. Describe in narrative the services and products to be provided by the Vendor that indicate the firm's ability in meeting requirements described in this RFP. It should include, but not be limited to, ability to support multiple internet connections, minimum bandwidth recommendations, specifications for the system, what type of point of care equipment is provided, minimum display resolution, number of devices per bed, what is included in the software and services, type of license required, who the software provider is, who the equipment provider will be, who will conduct the maintenance, installation, implementation and training, whether you use local service provider, security (complete responses to questions in Exhibit E and attach Exhibit E to the technical proposal section), representations and warranties on all services provided, certifications, on-going maintenance and technical support, interface capabilities, compatibility, storage and access, encryption, disaster recovery, latency/lag time, power or internet outages, hot site setup, system failure and

conversion of existing records (complete Exhibit G as an attachment to the technical proposal.)

2. Describe the firm's recent experience implementing an Electronic Medical Records System similar to the DVA's project.
3. Describe the firm's experience implementing an Electronic Medical Records System similar to the DVA's project for another state veteran's agency and/or the federal veteran's hospitals or homes for LTC. If not LTC, then describe if your system is used for acute care within these organizations.
4. Indicate other relevant experience that indicates the qualifications of the Vendor, and any subcontractors, for the performance of the potential contract.
5. Include a list of contracts the Vendor has had during the last five years that relate to the Vendor's ability to perform the services needed under this RFP.

#### **B. Project Approach/Methodology**

Include a complete description of the Vendor's proposed solution, approach and methodology for the required services. This section should convey Vendor understands the proposed requirements.

#### **C. Work Plan**

Include all project requirements and the proposed tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP. This section of the technical proposal must contain sufficient detail to convey to members of the evaluation team the Vendor's knowledge of the subjects and skills necessary to successfully complete the project. Include any required involvement of DVA staff. The Vendor may also present any creative approaches that might be appropriate and may provide any pertinent supporting documentation.

#### **D. Project Schedule**

Include a project schedule indicating when the elements of the work will be completed (include detailed implementation of all facilities.) Project schedule must ensure that any deliverables requested are met.

#### **E. Outcomes and Performance Measurement**

Describe the impacts/outcomes the Vendor propose to achieve as a result of the delivery of these services including how these outcomes would be monitored, measured and reported to the DVA.

#### **F. Risks**

The Vendor must identify potential risks that are considered significant to the success of the project. Include how the Vendor would propose to effectively monitor and manage these risks, including reporting of risks to the DVA's contract manager.

#### **G. Deliverables**

Fully describe deliverables to be submitted under the proposed contract. Deliverables must support the requirements set forth in Section 1.2, Objectives and Scope of Work and vendors proposed solution.

## 4 COST PROPOSAL

### 4.1 IDENTIFICATION OF COSTS (SCORED)

The Costs section must list all costs for services necessary to accomplish the objectives anticipated under the proposed contract, to include but not limited to hourly rates, equipment, maintenance, etc. Vendor is to submit a fully detailed budget to include hourly rates of staff that would be assigned to the project, administrative costs, local travel costs, or any other applicable fees/costs that would be charged under this contract. Exhibit F is provided to assist with your quotations. Please review the instructions in the spreadsheet. Cost proposals must be sent in Excel 2003 format or newer and included as an attachment to the email providing Vendor's proposal to this RFP.

Costs for subcontractors are to be broken out separately. Please note if any subcontractors are certified by the Washington State Office of Minority and Women's Business Enterprises or the Washington Department of Veteran Affairs.

Vendors are required to collect and pay Washington State taxes as applicable.

The evaluation process is designed to award this procurement not necessarily to the Vendor of least cost, but rather to the Vendor whose response best meets the requirements of this RFP and is the best value for the DVA. Vendors are encouraged, however, to submit proposals which are consistent with state government efforts to conserve state resources.

### 4.2 COMPUTATION

The score for the cost proposal will be computed for the full five-year term. Each year's cost will be computed by dividing the lowest total cost proposal for the year received by the Vendor's total project cost. Then the resultant number will be multiplied by the maximum weighted percent for the cost section for each year.

Example Cost Scoring: Lowest cost year one was \$36, 000 and Lowest costs for year 2-5 were \$90,000.

|                         | 1yr         | 2yr          | 3yr          | 4yr          | 5yr          | Total 5<br>yr Score |
|-------------------------|-------------|--------------|--------------|--------------|--------------|---------------------|
| <b>Lowest Cost</b>      | \$36,000    | \$90,000.00  | \$90,000.00  | \$90,000.00  | \$90,000.00  |                     |
| <b>Vendor Cost</b>      | \$43,800    | \$100,000.00 | \$100,000.00 | \$100,000.00 | \$100,000.00 |                     |
| <b>Points Available</b> | 50          | 50           | 50           | 50           | 50           |                     |
| <b>Evaluated Score</b>  | 41.1        | 45           | 45           | 45           | 45           |                     |
| <b>Weighted Percent</b> | 30%         | 30%          | 30%          | 30%          | 30%          |                     |
| <b>Weighted Score</b>   | <b>12.3</b> | <b>13.5</b>  | <b>13.5</b>  | <b>13.5</b>  | <b>13.5</b>  | <b>66.3/75</b>      |

## 5 EVALUATION AND CONTRACT AWARD

### 5.1 EVALUATION PROCEDURE

Responsive submissions will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. The evaluation of responses shall be accomplished by an evaluation team to be designated by the DVA.

DVA, at its sole discretion, may also elect to select the top-scoring firms as finalists for a demonstration.

### 5.2 CLARIFICATION OF PROPOSAL

The RFP Coordinator may contact the Vendor for clarification of any portion of the Vendor's proposal.

### 5.3 EVALUATION WEIGHTING AND SCORING

The proposal must contain information that will demonstrate to the evaluation committee the Vendor's understanding of the types of services required, the firm's ability to accomplish them, and the ability to meet time frames.

The decision process in selecting a Vendor(s) is based on but not limited to the following criteria:

1. Functionality—including degree of consistency with requirements, ease of use as demonstrated through product demonstrations, testimonials of references, our direct review of demo versions of your products, and other sources of information.
2. Total cost of ownership—including all upfront software, hardware, implementation services, technical and end-user education, ongoing maintenance and support, fees for customization and report generation, and other costs that are reasonably discernible in the discovery process.
3. Business model—customer relationships including customer support services and service levels, invoice/collection practices, client testimonials.
4. Contract terms—Usual contract terms and willingness to negotiate in good faith to establish a partnership that meets the needs of both organizations.
5. Scalability—DVA has expectations of the ability to connect all of our facilities and their services within one DVA family serving all facilities.
7. Flexibility—In DVA, the ability to partner with our local providers generates a significant need for sophistication and adaptability.

The following weighting and points will be assigned to the proposal for evaluation purposes:

|  |                     |
|--|---------------------|
| Management Proposal                          | <u>30%</u>          |
| Project Team Structure and Internal Controls | 40 points (maximum) |
| Staff Qualifications/Experience              | 30 points (maximum) |
| Schedule                                     | 30 points (maximum) |

|                                      |                             |
|--------------------------------------|-----------------------------|
| Technical Proposal                   | <u>40%</u>                  |
| Services to be Provided by Vendor    | 70 points (maximum)         |
| Project Approach/Methodology         | 30 points (maximum)         |
| Work Plan                            | 40 points (maximum)         |
| Project Schedule                     | 20 points (maximum)         |
| Outcomes and Performance Measurement | 10 points (maximum)         |
| Risks                                | 10 points (maximum)         |
| Deliverables                         | 20 points (maximum)         |
| Cost Proposal                        | <u>30%</u>                  |
|                                      | 250 points (maximum)        |
| TOTAL EVALUATED POINTS               | <u>185</u> points (maximum) |

*Note: Each section total points will be multiplied by the weighted percent for each section to obtain the evaluated total points for each Vendor.*

#### **5.4 ORAL PRESENTATIONS/DEMONSTRATIONS MAY BE REQUIRED**

Oral presentations/demonstrations, if considered necessary by the DVA, may be utilized in selecting the winning Vendor. The DVA, at its sole discretion, may elect to select the top-scoring Vendor(s) from the written evaluation for an oral presentation/demonstration to schedule a date, time and location for a demonstration. Commitments made by the Vendor at the demonstration, if any, will be considered binding.

The demonstrations (if conducted) along with the written evaluation will be used to select the Vendor that meets the requirements of the RFP and is the best fit for the DVA.

#### **5.5 NOTIFICATION TO PROPOSERS**

The DVA will notify the Apparently Successful Contractor of their selection electronically upon completion of the evaluation process. Vendors whose responses have not been selected for further negotiation or award will be notified by FAX or by e-mail.

#### **5.6 DEBRIEFING OF UNSUCCESSFUL VENDORS**

Upon request, a debriefing conference will be scheduled with an unsuccessful Vendor. The request for a debriefing conference must be received by the RFP Coordinator within three (3) business days after the Notification of Unsuccessful Vendor letter is faxed/e-mailed to the Vendor. The debriefing must be held within three (3) business days of the request.

Discussion will be limited to a critique of the requesting Vendor's response. Comparisons between responses or evaluations of the other respondents will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour.

## **5.7 PROTEST PROCEDURE**

This procedure is available to Vendors who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the Vendor is allowed three (3) business days to file a protest of the acquisition with the RFP Coordinator. Protests may be submitted by email, but should be followed by the original document.

Vendors protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Vendors under this procurement.

All protests must be in writing and signed by the protesting party or an authorized Agent. The protest must state the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. All protests shall be addressed to the RFP Coordinator.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of the evaluator
- Errors in computing the score
- Non-compliance with procedures described in the procurement document or DVA policy

Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: 1) An evaluator's professional judgment on the quality of a proposal, or 2) DVA's assessment of its own and/or other agencies' needs or requirements.

Upon receipt of a protest, a protest review will be held by the DVA. The DVA director or an employee delegated by the director who was not involved in the procurement, will consider the record and all available facts and issue a decision within five business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Vendor that submitted a response, such Vendor will be given an opportunity to submit its views and any relevant information on the protest to the RFP Coordinator.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the DVA's action.
- Find only technical or harmless errors in the DVA's acquisition process and determine the DVA to be in substantial compliance and reject the protest.
- Find merit in the protest and provide the DVA options which may include:
  - Correct the errors and re-evaluate all responses

- Reissue the solicitation document and begin a new process
- Make other findings and determine other courses of action as appropriate

If the DVA determines that the protest is without merit, the DVA will enter into a contract with the apparently successful contractor. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

## **6 RFP EXHIBITS**

- Exhibit A Certifications and Assurances
- Exhibit B Vendors Business References
- Exhibit C Personal Service Contract Format including General Terms and Conditions (GT&Cs) (see PDF document)
- Exhibit D Exceptions To Sample Contract
- Exhibit E IT Security Checklist (see Excel Spreadsheet)
- Exhibit F Cost Proposal Example (see Excel Spreadsheet)
- Exhibit G Technical Questionnaire (see Excel Spreadsheet)

## EXHIBIT A CERTIFICATIONS AND ASSURANCES

1. I/we make the following certifications and assurances as a required element of the response to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):
2. I/we declare that all answers and statements made in the response are true and correct.
3. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single quotation.
4. The attached response is a firm offer for a period of 90 days following receipt, and it may be accepted by the DVA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 90-day period.
5. In preparing this response, I/we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this response or prospective contract, and who was assisting in other than his or her official, public capacity. (Any exceptions to these assurances are to be described in full detail on a separate page and attached to this document.)
6. I/we understand that the DVA will not reimburse me/us for any costs incurred in the preparation of this response. All responses become the property of the DVA, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this response.
7. Unless otherwise required by law, the prices and/or cost data that have been submitted have not been knowingly disclosed by the Vendor and will not knowingly be disclosed by him/her prior to opening, directly or indirectly to any other Vendor or to any competitor.
8. I/we agree that submission of the attached response constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions (Exhibit C). If there are any exceptions to these terms, I/we have described those exceptions in detail on Exhibit D attached to this document.
9. No attempt has been made or will be made by the Vendor to induce any other person or firm to submit or not to submit a response for the purpose of restricting competition.
10. I/we grant the DVA the right to contact references and others, who may have pertinent information regarding the Vendor's prior experience and ability to perform the services contemplated in this procurement.
11. If any staff member(s) who will perform work on this contract has retired from the state of Washington under the provisions of the 2008 Early Retirement Factors legislation, his/her name(s) is noted on a separately attached page.

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Signature of Proposer

---

Title

Date

## EXHIBIT B - VENDORS BUSINESS REFERENCES

|  |                              |  |
|--|------------------------------|--|
| Vendor   |                              |  |
| Reference Name   |                              |  |
| Contact Person 1   |                              |  |
| Contact 1 Phone   Fax Numbers  |                              |  |
| Contact 1 Email address  |                              |  |
| Contact Person 2   |                              |  |
| Contact 2 Phone   Fax Numbers  |                              |  |
| Contact 2 Email Address  |                              |  |
| Type of Business   |                              |  |
| Original Amount of Contract  |                              |  |
| Number of claims and or<br>disputes by either party                      |                              |  |
| Identify any subcontractors performing 20% or<br>more of contracted work |                              |  |
| Application Software Supplied/Services Provided                          | Project Date and<br>Duration |  |
|  |                              |  |
|  |                              |  |

By signing this form, Vendor acknowledges and gives DVA permission to contact the Reference listed above at DVA's convenience.

|              |       |
|--------------|-------|
| Signature    | Date  |
| Printed Name | Title |

## EXHIBIT C – SAMPLE CONTRACT

(See PDF document.)

## EXHIBIT D — EXCEPTIONS TO SAMPLE CONTRACT

A Vendor may submit changes to the content of the Contract as presented in Exhibit C. The Vendor must provide one of the two following statements in response to this section:

"<Vendor Name> accepts the terms of XXXX Contract"

or

"<Vendor Name> accepts the terms of the XXXX Contract, EXCEPT FOR those areas identified in Exhibit D to this RFP Proposal."

All identified exceptions, modifications, and/or additions shall be included as Exhibit D to the Proposal and clearly marked mandatory or proposed as set forth below in this section. Identify each proposed exception, modification, and/or addition in the following format:

State the page number of Exhibit C to this RFP  
State the Contract paragraph in full  
State the proposed revised paragraph verbiage in full

The Vendor must clearly identify all submitted exceptions, modifications and/or additions as to one of the following two categories:

**Mandatory:** A Vendor submitting a mandatory exception, modification, and/or addition, is declaring that the change is a requirement within its proposal. If the change is not acceptable to DVA, then the Vendor does not want its proposal to be considered or evaluated by DVA.

**Proposed:** A Vendor submitting a proposed exception, modification, and/or addition, is asking that DVA consider it, and if acceptable to DVA, include the proposed wording in any resulting Contract.

## **EXHIBIT E — IT SECURITY QUESTIONNAIRE**

See attached spreadsheet.

## **Exhibit F – COST PROPOSAL EXAMPLE**

See attached spreadsheet.

**Exhibit G - TECHNICAL QUESTIONNAIRE**

See attached spreadsheet.